

1	Baseline Value	\$16,985.00
2	Preexisting Damage \$0.00 X 0.00 %	\$0.00
3	Condition Adjustment	\$0.00
4	Refurbishment(s)	\$0.00
5	Custom Parts & Equipment	\$0.00
6	Actual Cash Value	\$16,985.00
7	Fees	\$0.00
8	Taxes Taxes applied to settlement	\$0.00
9	Net Settlement	\$16,985.00
10	Deductible	(\$500.00)
11	Total Settlement	\$16,485.00

Lien Holder Account Balance (Amount You Owe)

VW CREDIT LEASING Payoff as of 5/21/2007 \$18,310.05

VW CREDIT LEASING Payoff as of \$18,310.05

\$18,310.05

Net to Owner

\$0.00

Date: 04/25/2007 01:37 PM
Estimate ID: 07-1213997-01
Estimate Version: 0
Committed
Profile ID: Qns:AllexceptAM

PROGRESSIVE

444 MERRICK ROAD SUITE 200, LYNBROOK, NY 11563

Damage Assessed By: NICK CELLI LIC# IA-1022208

Claim Rep: Nick Celli

* Product Type: Auto
* Date of Loss: 04/20/2007
* Deductible: 500.00
Policy No: 18077285

* Claim Number: 07-1213997-01

Insured: ROBERT HORNSTRA
Claimant: AARON HORNSTRA
Address: 2895 NOEL COURT, DAVENPORT, NY 13750
Telephone: Work Phone: (607) 433-4169 Home Phone: (607) 821-9766
Owner: AARON HORNSTRA
Address: 2895 NOEL COURT, DAVENPORT, NY 13750
Telephone: Work Phone: (607) 433-4169 Home Phone: (607) 821-9766

Mitchell Service: 918370

Description: 2005 Volkswagen Jetta GLS 1.8T
Body Style: 4D Wgn
VIN: 3VWSE69M45M042479
OEM/ALT: A
Color: BLACK
Options: ANTI-LOCK BRAKE SYS. (ABS), ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING
POWER BRAKES, POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEEL
CRUISE CONTROL, ELECTRIC DEFOGGER, POWER SUNROOF, 5 SPEED MANUAL TRANSMISSION
POWER DRIVER SEAT, AM-FM STEREO/CDPLAYER(SINGLE), CENTER CONSOLE
PASSENGER-FRONT AIR BAG, POWER REMOTE MIRROR, 4 WHEEL DISC BRAKES
DRIVER-FRONT AIR BAG, DRIVER-SIDE AIR BAG, PASSENGER-SIDE AIR BAG

Vehicle Production Date: 00/00
Drive Train: 1.8L Turbo Inj 4 Cyl 5M FWD
License: DBV9804 NY
Search Code: EELMHURST2

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
MANUAL ENTRIES							
1	900500	MCH*	REMOVE/REPLACE	VEHICLE IS AN OTL - FIRE	New	0.00 *	0.0*

* - Judgment Item

Remarks

Vehicle Is A Total Loss - Fire

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

ESTIMATE RECALL NUMBER: 04/25/2007 13:36:58 07-1213997-01

Mitchell Data Version: FEB_07_A
UltraMate Version: 6.0.021

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Page 1 of 3

Date: 04/25/2007 01:37 PM
Estimate ID: 07-1213997-01
Estimate Version: 0
Committed
Profile ID: Qns:AllexceptAM

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Labor Summary	0.0				0.00	Total Replacement Parts Amount	0.00
III. Additional Costs					Amount	IV. Adjustments	Amount
Total Additional Costs					0.00	Insurance Deductible	500.00-
						Subtotal of Adjustments Exceeds Gross Total	
						Customer Responsibility	0.00
						I. Total Labor:	0.00
						II. Total Replacement Parts:	0.00
						III. Total Additional Costs:	0.00
						Gross Total:	0.00
						IV. Total Adjustments:	0.00
						Net Total:	0.00

Point(s) of Impact
16 Non-Collision (P)

Inspection Site: Conti Auto Body
Address: 44 Hasket Dr
Syosset, NY
Inspection Date: 04/25/2007

Body Shop: Conti Auto Body
Address: 44 Hasket Dr
Syosset, NY

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT
HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR
YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF
PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE
DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

ESTIMATE RECALL NUMBER: 04/25/2007 13:36:58 07-1213997-01

Mitchell Data Version: FEB_07_A
UltraMate Version: 6.0.021

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Page 2 of 3

Date: 04/25/2007 01:37 PM
Estimate ID: 07-1213997-01
Estimate Version: 0
Committed
Profile ID: Qns:AllexceptAM

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.

NON-OEM and A/M and Qual REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

Event Log

File Created:	04/25/2007 01:29:45 PM
Estimate Started:	Estimate not started
Estimate Printed:	04/25/2007 01:37:15 PM
Estimate Committed:	04/25/2007 01:36:58 PM
Estimate Uploaded:	Estimate not uploaded

ESTIMATE RECALL NUMBER: 04/25/2007 13:36:58 07-1213997-01

Mitchell Data Version: FEB_07_A
UltraMate Version: 6.0.021

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Page 3 of 3

CMSD2340 /CMSM2340 P A C M A N AUG 09 07 - 12:32
OPID: WPK0002 CLAIM PAYMENT INQUIRY TERMID: ?090
INSD: HORNSTRA, ROBERT L POL: 18077285-3
DOL : APR 20 07 NY-DWSTFT-GRP- CLM: 071213997 ACTIVE REP: N CELLI

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 16,485.00

LINE 1: VW CREDIT, ONLY*****
LINE 2: ATTN: TOTAL LOSS
LINE 3:

ADDRESS: 1401 FRANKLIN BLVD

CITY: LIBERTYVILLE ST/PR* IL ZIP/CPC: 60048 CNTRY* USA

IN PAYMENT OF: 05 VOLKSWAGON JETTA TL YOUR ACCOUNT # 836737392

1099	? N	FEDERAL TAX ID:	LAST UPDT REP: NXC0065
CDS CODE *	12 PCL	EFT TRACE #:	ISSUING REP: N CELLI
BANK CODE*	AS2	ISSUE DATE : JUN 12 07	APPROVED BY: K VAN BRAMER
STATE	* NY	AREA * 748	REVIEW DATE: 00 00
STOP RSN *		DRAFT # : 451745344	REVIEWED BY:

COMMAND:

CMSD2340 /CMSM2340 P A C M A N AUG 09 07 - 12:32
OPID: WPK0002 CLAIM PAYMENT INQUIRY TERMID: ?090
INSD: HORNSTRA, ROBERT L POL: 18077285-3
DOL : APR 20 07 NY-DWSTFT-GRP- CLM: 071213997 ACTIVE REP: N CELLI

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 749.03

LINE 1: ADESA IMPACT INC.*****
LINE 2:
LINE 3:

ADDRESS: 156 PECONIC AVE

CITY: MEDFORD ST/PR* NY ZIP/CPC: 11763 CNTRY* USA

IN PAYMENT OF: REMITTANCE-05 VOLKS / STOCK #HUZ22

1099 ? N FEDERAL TAX ID: LAST UPDT REP: DAK0003
CDS CODE * 12 PCL EFT TRACE #: ISSUING REP: D KNAPP
BANK CODE* AS2 ISSUE DATE : JUL 25 07 APPROVED BY:
STATE * NY AREA * 608 REVIEW DATE: 00 00
STOP RSN * DRAFT # : 452385179 REVIEWED BY:

COMMAND:

_rpt_vhi_print

Exhibit(s) Page 8 of 16

Page 1

Vehicle Service History Report

Customer
 AARON HORNSTRA
 2895 NOEL CT
 WANTAGH, NY 11793-2317

Vehicle
 Tag: NY DBV9804
 ID:
 Yr/Mk: 2005 VOLKSWAGEN
 Model: JETTA
 Engine: 1.8L 4Cyl Turbo (AWP) Fuel Injected

04/27/2006
 First Visit: 4/6/2005 Mileage: 8,320
 Last Visit: 3/23/2007 Mileage: 46,299
 Daily Avg: 53
 Rem Mail: Y
 Visit Avg: 3,798
 Days: 6

Date	Invoice Number	Service	Mileage	Store	Amount
03/23/2007	197218	FS FULL SERVICE FS FULL SERVICE RAD RADIATOR SERVICES	46,299	1099	\$123.81
01/20/2007	380186	FS FULL SERVICE FS FULL SERVICE FSC FUEL SYSTEM CLEANER FSC FUEL SYSTEM CLEANER	42,989	1099	\$123.81
09/30/2006	52075	FS FULL SERVICE FS FULL SERVICE	36,697	1099	\$36.92
07/22/2006	23463	FS FULL SERVICE FS FULL SERVICE	33,221	1099	\$36.92
06/10/2006	18125	AF AIR FILTER CAF CABIN AIR FILTER CAF CABIN AIR FILTER FS FULL SERVICE FS FULL SERVICE	29,769	1099	\$135.75
02/05/2006	749070	FS FULL SERVICE	23,871	1099	\$31.49
11/06/2005	315383	FS FULL SERVICE FSC FUEL SYSTEM CLEANER FSC FUEL SYSTEM CLEANER	18,231	1099	\$99.92
08/21/2005	42040	FS FULL SERVICE	15,006	1099	\$29.32
6/19/2005	4960	FS FULL SERVICE	11,625		

Oneonta Volkswagen



Station # 7054140

7517 State Highway 23
Oneonta, New York 13820

vwaudiofoneonta@aol.com
Toll Free: 1-800-351-8166

Phone: (607) 432-8100
Fax: (607) 436-9309

516 - 364 - 9673

REPRINT

SO No: 23239
Tag#: 3367

* Service Invoice Customer Copy * Auth#: Page 1

Customer No : 6072679224 Christopher Aaron Hornstra 10 N. INDIAN CREEK PL DURHAM NC 27703 Home: (607)267-9224 Bus: Cell: Today: Email:	Advisor : JONATHAN Invoice Date : 11/24/2006 Term : CASH License No SWTB965 Odometer In 39803 Odometer Out 39805 Stock No Year Make 2004 VOLKSWAGEN Model JETTA Model No Delivery Date Vehicle ID No 3VWSE69M04M077664 Selling Dealer SO Date 11/24/2006 InServ Date 12:00:00 AM Location
---	--

REQUEST/COMPLAINT CORRECTIONS

			TYPE	CSR#	TU	Amount
1	40K	40,000 MILE MAINT SERVICE				
	40K	40,000 MILE MAINT SERVICE	CVW	14	2.5	\$190.00
1	06A115561B	OIL FILTER	CVS			\$8.50
1	N0138493	WASHER	CVS			\$0.52
5	5W30	OIL	COIL			\$15.00
1	1J0819844A	FILTERELEM	CVS			\$15.97
1	1J0129620A	FILTERELEM	CVS			\$22.16
4	101000063AA	SPARK PLUG	CVS			\$58.20

Technician : 18 FOUAD

Request Total \$213.36

2	0	customer states check brakes				
	0	replaced front pads and rotors	CVW	14	2.5	\$190.00
1	1J0898151K	BRK LINING	CVS			\$77.27
2	8N0615301A	BRAKE DISC	CVS			\$154.54

Technician : 15 FOUAD

Request Total \$421.81

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO NOICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this equipment. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

04/06/2005 164293

SS SIGNATURE SERVICE

8,322

1268

\$32.54

Oneonta Volkswagen



Station # 7054140

7517 State Highway 23
Oneonta, New York 13820

vwaudiofoneonta@aol.com
Toll Free: 1-800-351-8168

Phone: (607) 432-8100
Fax: (607) 436-9309

REPRINT

SO No: 23239
Tag#: 3387

*** Service Invoice Customer Copy *** Auth#: Page 2

Customer No : 6072879224 Christopher Aaron Homstra 10 N. INDIAN CREEK PL DURHAM NC 27703 Home: (607)287-9224 Bus: Cell: Today: Email:	Advisor : JONATHAN Invoice Date : 11/24/2008 Term : CASH License No SWT6966 Odometer In 39803 Odometer Out 39805 Stock No Year Make 2004 VOLKSWAGEN Model JETTA Model No Delivery Date Vehicle ID No 3VWSE69M04M077864 Selling Dealer SO Date 11/24/2008 InServ Date 12:00:00 AM Location
--	--

REQUEST/COMPLAINT CORRECTIONS

TYPE	CSR#	TU	Amount
LABOR			\$380.00
PARTS			\$355.18
OIL/GAS			\$0.00
MISC.			\$0.00
SUPPLIES			\$0.00
SUBLET/TOW			\$0.00
ENV FEE			\$0.00
SUBTOTAL			\$735.18
SALES TAX			\$0.00
WARR DEDUCTIBLE			\$58.81
OTHER DEDUCTIBLE	\$0.00		\$0.00
TOTAL INVOICE			\$793.97

VW/Audi is calling our customers & asking them to rate their service experience. If for any reason you cannot rate us "5-PASS" on each question please contact the Service Dept

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SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Oneonta Volkswagen



Station # 7054140

7517 State Highway 23
Oneonta, New York 13820

vvaudiofoneonta@aol.com
Toll Free: 1-800-351-8166

Phone: (607) 432-8100
Fax: (607) 436-9309

REPRINT

SO No: 19378

* **Service Invoice Customer Copy** * Auth: Page 1

Customer No : Hornst 1 Connie Hornstra PO BOX 713 ONEONTA NEW YORK 13820		Advisor : GARY		Invoice Date : 04/15/2006		Term : CASH	
Home: (607)433-4158 Bus: (607)433-4189		License No		Odometer In		Odometer Out	
Cell:				27141		27143	
Today:		Year Make		Model		Stock No	
Email: hornstra@willberbank.com		2005 VOLKSWAGEN		JETTA			
		Vehicle ID No		Selling Dealer		SO Date	
		3VVSE69M45M042479				04/15/2006	
						InServ Date	
						12:00:00 AM	
						Location	

REQUEST/COMPLAINT CORRECTIONS

			TYPE	CSR#	TU	Amount
1	30K	30,000 MILE MAINT SERVICE , ck brakes				
	30K1.8	30K MAINT SERVICE (NON SYNTH) OIL AND FILTER CHANGE, CHECK FLUIDS, AUTO SHIFT LOCK, BRAKE SYSTEM, BRAKE PADS, TIRE ROTATION, AIRBAG SYSTEM, BATTERY	CVW	17	1	\$69.56
1	06A1185618	KIT OIL FILTER	CVS			\$7.80
5	SW30	KIT OIL	COIL			\$13.50
1	N0138492	KIT WASHER	CVS			\$0.34
Technician : 10 ALLEN						

Request Total \$91.00

2	06	C/S NY STATE INSPECTION, INSPECTOR # _____, STICKER # _____, PASS _____, FAIL _____				
	06	PASSED INSPECTION - NO.10326296	CPS1	17	0.3	\$10.00

Technician : 10 ALLEN

Request Total \$10.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE
UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO
INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING
DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the
warranties with respect to the sale of this merchandise. The Dealer hereby
expressly disclaims all warranties either express or implied, including any
implied warranty of merchantability or fitness for a particular purpose.
Dealer neither assumes nor authorizes any other person to assume for it
any liability in connection with the sale of this merchandise.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Oneonta Volkswagen



Station # 7054140

7517 State Highway 23
Oneonta, New York 13820

vvaudiofoneonta@aol.com
Toll Free: 1-800-351-8166

Phone: (607) 432-8100
Fax: (607) 436-9309

REPRINT

SO No: 19378

*** Service Invoice Customer Copy *** Auth#: Page 2

Customer No : Hornst 1 Connie Hornstra PO BOX 713 ONEONTA NEW YORK 13820 Home: (607)433-4158 Bus: (607)433-4169 Cell: Today: Email: hornstra@wilberbank.com	Advisor : GARY Invoice Date : 04/18/2006 Term : CASH <table><tr><td>License No</td><td>Odometer In</td><td>Odometer Out</td><td>Stock No</td></tr><tr><td></td><td>27141</td><td>27143</td><td></td></tr><tr><td>Year</td><td>Make</td><td>Model</td><td>Model No</td></tr><tr><td>2005</td><td>VOLKSWAGEN</td><td>JETTA</td><td></td></tr><tr><td>Vehicle ID No</td><td>Selling Dealer</td><td>SO Date</td><td>InServ Date</td></tr><tr><td>3VWSE69M45M042479</td><td></td><td>04/15/2006</td><td>12:00:00 AM</td></tr></table>	License No	Odometer In	Odometer Out	Stock No		27141	27143		Year	Make	Model	Model No	2005	VOLKSWAGEN	JETTA		Vehicle ID No	Selling Dealer	SO Date	InServ Date	3VWSE69M45M042479		04/15/2006	12:00:00 AM
License No	Odometer In	Odometer Out	Stock No																						
	27141	27143																							
Year	Make	Model	Model No																						
2005	VOLKSWAGEN	JETTA																							
Vehicle ID No	Selling Dealer	SO Date	InServ Date																						
3VWSE69M45M042479		04/15/2006	12:00:00 AM																						

REQUEST/COMPLAINT CORRECTIONS

TYPE	CSR#	TU	Amount
LABOR			\$79.58
PARTS			\$21.44
OIL/GAS			\$0.00
MISC.			\$0.00
SUPPLIES			\$0.00
SUBLET/TOW			\$0.00
ENV FEE			\$0.00
SUBTOTAL			\$101.00
SALES TAX			\$0.00
WARR DEDUCTIBLE			\$7.28
OTHER DEDUCTIBLE	\$0.00		\$0.00
TOTAL INVOICE			\$108.28

VW/Audi is calling our customers & asking them to rate
their service experience. If for any reason you cannot rate
us "5=PASS" on each question please contact the Service Dept

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE
UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO
NOTIFICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING
DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the
warranties with respect to the sale of this item/items. The Seller hereby
expressly disclaims all warranties either express or implied, including any
implied warranty of merchantability or fitness for a particular purpose.
Seller neither assumes nor authorizes any other person to assume for it
any liability in connection with the sale of this item/items.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Oneonta Volkswagen



Station # 7054140

7517 State Highway 23
Oneonta, New York 13820

vwaudiofoneonta@aol.com
Toll Free: 1-800-351-8166

Phone: (607) 432-8100
Fax: (607) 436-9309

REPRINT

SO No: 17359

* **Service Invoice Customer Copy** * Auth#: Page 1

Customer No : Hornst 1		Advisor : WILLIAM		Invoice Date : 12/22/2005		Term : CASH	
Connie Hornstra PO BOX 713 ONEONTA NEW YORK 13820		License No		Odometer In		Odometer Out	
				21035		21037	
		Year Make		Model		Model No	
		2005 VOLKSWAGEN		JETTA			
Home: (607)433-4158 Bus: (607)433-4169		Vehicle ID No		Selling Dealer		SO Date	
Cell:		3VWSE69M45M042479				12/22/2005	
Email: hornster@wilberbank.com						InServ Date	
						12:00:00 AM	
						Location	

REQUEST/COMPLAINT CORRECTIONS

				TYPE	CSR#	TU	Amount
1	0	20,000 mile service					
	0	Performed 20,000 mile service (includes tire rotation and brake inspection)		CVW	01	1.66	\$99.50
	1	06A115561B KIT OIL FILTER		CVS			\$7.56
	5	5W30 KIT OIL		COIL			\$12.50
	1	N0138492 KIT WASHER		CVS			\$0.34
	9	1J0819644A FILTERELEM		CVS			\$18.97
	1	N90813201 BOLT		CVS			\$1.80

Technician : 05 CHARLIE

Request Total \$140.46

2	0	Check brakes./ going back to school after the first of year.					
	0	1J0959654AG RING		CVS			\$0.00

Request Total \$0.00

3	0	Ride to Dentist on Grand St.					

Request Total \$0.00

ON BEHALF OF SERVICING DEALER, HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/line. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/line.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Oneonta Volkswagen



Station # 7054140

7517 State Highway 23
Oneonta, New York 13820

vwaudiofoneonta@aol.com
Toll Free: 1-800-351-8166

Phone: (607) 432-8100
Fax: (607) 436-9309

REPRINT

SO No: 17359

* Service Invoice Customer Copy *

Auth#:

Page 2

Customer No : Hornet 1 Connie Hornstra PO BOX 713 ONEONTA NEW YORK 13820 Home: (607)433-4158 Bus: (607)433-4159 Cell: Today: Email: hornster@wilverbank.com	Advisor : WILLIAM Invoice Date : 12/22/2005 Term : CASH License No Odometer In 21035 Odometer Out 21037 Stock No Year Make 2005 VOLKSWAGEN Model JETTA Model No Delivery Date Vehicle ID No 3VWSE69M45M042479 Selling Dealer SO Date 12/22/2005 InServ Date 12:00:00 AM Location
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REQUEST/COMPLAINT CORRECTIONS

TYPE	CSR#	TU	Amount
LABOR			\$99.50
PARTS			\$40.96
OIL/GAS			\$0.00
MISC.			\$0.00
SUPPLIES			\$0.00
SUBLET/TOW			\$0.00
ENV FEE			\$0.00
SUBTOTAL			\$140.46
SALES TAX			\$0.00
WARR DEDUCTIBLE			\$11.24
OTHER DEDUCTIBLE		\$0.00	\$0.00
TOTAL INVOICE			\$151.70

VW/Audi is calling our customers & asking them to rate
their service experience. If for any reason you cannot rate
us "5=PASS" on each question please contact the Service Dept

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INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
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SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING
DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

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Seller neither assumes nor authorizes any other person to assume for it
any liability in connection with the sale of the item/items.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CSISINQ.152 Customer Service & Information System (CSIS) 06-16-07
Unit Search Screen

Customer Name: HORNSTRA
Ln Cls Brand/Model Ty Ord Date Rel Date Mfg L-P-O ESP Qty Price
01 276 DEI SPTK2 SL 10/29/05 10/31/05 01-01-00 02 01 \$ 134.99
02 276 ESP 276 Exp: 11/01/07 ESP Locn: 3147 Contract#: 03144796 \$ 24.99
03 828 SHI SHLP SL 10/29/05 10/31/05 00-00-00 00 01 \$ 0.00
04 950 INS DSRBF SL 12/26/05 12/26/05 00-00-00 00 01 \$ 71.99
05 952 INS SHOPFEE SL 12/26/05 12/26/05 00-00-00 00 01 \$ 4.99

Enter: Select Unit F5: Prev Page F6: Next Page
F1: Previous Screen Del Tkt: Search Criteria Exit: Service Menu
Select Unit or Press a function key.